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NIP-216

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Tooru HORIE et al.

Serial No.: 09/775,575

Filed: February 5, 2001

For: ANSWER SYSTEM FOR TECHNICAL SUPPORT, AND  
TECHNICAL SUPPORT METHOD

Group: 2167

Examiner: L. Black

**SUPPLEMENTAL PRELIMINARY AMENDMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

February 6, 2006

Sir:

As a supplement to the Preliminary Amendment filed on January 27, 2006  
and preliminary to the examination of the RCE being filed on January 27, 2006,  
please consider the following amendments and remarks.

**Amendments to the Claims** begin on page 2.

**Remarks** are included following the amendments.